

# SEPA Environmental Event Report

**Elms Event Number** ENV/0901447  
**Event Description** ODOUR - 2 Sisters factory at Blairgowrie

**Notification Number** 1

## Reported By

**Surname**  
**Forename**  
**Organisation Name** Contact  
**Address 1**  
**Address 2**  
**Address 3**  
**Town**  
**Post Code**  
**Tel No**  
**Fax No**  
**Email Address**

**Origin** Complainant  
**Affected Medium** Air  
**Investigating Team** Falkirk, Alloa, Stirling and Perth  
**Investigating Officer**

## Receiving Officer

**Time Received** 18:21:07  
**Date Received** 23-SEP-19

**Time Responded** 18:21:00  
**Date Responded** 23-SEP-19  
**Within 24?** Yes

**Location** No Location currently held on system

**Located Notifiers Address?** No

**Date Event Occurred** 23-SEP-19

**Site Name** **RSA Site?** No

## Catchment

## Mental H&S Assessment

**Assessment Description**

**Impact** Category 4 - Other

**Type** Other

**Cause** Unknown

**Sector** Other

**Source** Unknown

**Sepa Activity** PPC

**Potential Hazard**

**Farm Name**

**Complainants Notified?** Yes **Details**

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<b>Action</b>	out of hours report-standby officer tried to contact caller but was unable to connect. Standby officer phoned the security/ reception to make them aware SEPA had received an odour report, security advised that the factory had closed for the day & there was nobody there. Passed to local team.
<b>Description</b>	<p>SCC report: Chicken factory: Odour detected inside house, it's coming in through the cracks, &amp; gaps. Strong dead smell, Scale 5. unable to open windows &amp; unable to sit outside. 06:30 23/09/2019 &amp; has been constant. It got worse about 15:00 but is still strong now. Caller's also detect it. Dry &amp; no wind. Caller wants a callback as is fed up with the odour &amp; nothing appears to be getting done.</p> <p>24/09/2019 emailed 2 sisters &amp; 08:00hrs advising that we had received an odour complaint last night &amp; could they investigate. 09:00hrs called the number on SCC report sheet unable to connect 'it has not been possible to connect your call please try again later' the same message which on standby received. tried to call alternative number for but this time "number dialled not been recognised" so unable to contact caller back as they requested. Tried again at 11:39 hrs &amp; 15:35hrs therefore does not appear that these contact numbers are correct. Tried online bt landline search with the surname &amp; address but no landline number found. Next time in area could try knocking on to speak in person but in this instance all attempts have been made to contact back. Site was not visited in this instance as call received on standby &amp; no further complaints were received that evening / the following day. advised that was investigating the complaint following email.</p> <p>feedback from site - 26/09/2019 had completed the proforma. New procedure that has required the site to introduce following odour complaints. Now that the first pro-forma has been completed, the feedback will be quicker &amp; more comprehensive in future. Bio-filter checks fine, Rollers were open 11:25 - 11:46 for cleaning, 14:10-14:34 &amp; 17:01-17:14 for bulker replacement. Removals from site 11:20- offal, 15:05 and 17:42 - feathers, 18:26 CAT2. Blood - 06:05 - 08:20 &amp; sludge removal 10:42-11:56. contacted site back to clarify point in proforma stating that the carbon filter for the feather-shed had been replaced 16/09/2019. advised that had made a mistake between feather shed &amp; scalded. Feather shed carbon filter still outstanding.</p> <p>NFA in this instance unable to substantiate complainant, however ongoing work continues with the site. There can be a lot of activity during the day but as unable to contact complainant hard to pin point potential source. 30/09/2019 carried out odour assessment. meet with . While at door 12:22-12:50 initially there was no odour while talking during the conversation we did get moderate intensity odour which was transient/sporadic in nature. I advised that I didn't perceive that as offensive. advised that felt it was offensive. Clarified contact details which are , I explained the difficulty we had contacting . advised had contacted SEPA last night to complain unaware of this there was no report of a complaint before leaving office (on return to office spoke to standby she did not receive call &amp; called SCC no log of a call). advised that they complain on facebook. advised does not look on facebook, SEPA only respond to complaints direct to SEPA. Odour assessment - 12:05-13:25 details in spreadsheet. No odour noted except for sidlaw c not offensive. 13:25 went on site at 2 sisters spoke with . The feather shed had been open for 20-30 mins (to move bulker) from 12:09pm which may have explained the moderate odour detected while speaking to advised they could look at reducing this time.</p>